

ServiceNow Certified Implementation Specialist – Software Asset Management Exam Specification

New York Release – Updated September 4, 2019

Introduction

The ServiceNow Certified Implementation Specialist – Software Asset Management Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become a ServiceNow SAM Implementation Specialist.

Exam Purpose

The ServiceNow Certified Implementation Specialist – Software Asset Management exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow SAM Professional application.

Exam Audience

The ServiceNow Certified Implementation Specialist – Software Asset Management exam is available to ServiceNow customers, partners, sales engineers, employees, and others interested in becoming a ServiceNow SAM Certified Implementation Specialist.

Exam Preparation

Exam questions are based on official ServiceNow training materials, the ServiceNow documentation site, and the ServiceNow developer site. Study materials posted elsewhere online are not official and should not be used to prepare for the examination.

Prerequisite ServiceNow Training Path

ServiceNow requires the completion of the following prerequisite training course(s) in preparation for the Certified Implementation Specialist – Software Asset Management Professional exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [Software Asset Management Fundamentals](#) - *Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist – Software Asset Management exam.

Recommended Knowledge & Education

ServiceNow recommends completion of the following training course(s) and certification(s) in preparation for the exam.

- [Implementer Learning Path](#)
- [Software Asset Management: Integration with SCCM for Reclamation and Distribution](#)
- [Software Asset Management Simulator](#)
- [Certified System Administrator](#)
- [ServiceNow Scripting Fundamentals](#)
- [ServiceNow System Administration Advanced](#)
- [ServiceNow Discovery](#)
- Microsoft SCCM
- ServiceNow Client Software Distribution
- Cost
- Contract
- Procurement
- Service Catalog
- Asset
- Configuration (CI)

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least two ServiceNow deployment projects
- General familiarity with industry terminology, acronyms, and initialisms

Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities typically encountered during ServiceNow implementations. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

The following table shows the learning domains, weightings, and sub-skills measured by this exam and the percentage of questions represented in each domain. The listed sub-skills should NOT be considered an all-inclusive list of exam content.

	Learning Domain	% of Exam
1	Software Asset Core Overview & Fundamentals	15%
	A – Application Plugins, Roles, and Groups	

	B – Understanding Data Structure	
2	Data Integrity – Attributes and Sources for the Data	25%
	A – Discovery Sources (ServiceNow and Supported Integrations)	
	B – Importing Data and Entitlements	
	C – CI's and Client Access	
3	Practical Management of Software Compliance	25%
	A – Reconciliation	
	B – License Metrics	
4	Operational Integration of Software Processes	25%
	A – Reporting and Dashboards	
	B – Reclamation	
	C – Procurement and Request Process	
5	Extending SAM	10%
	A – Client Software Distributions	
	B – Custom License Metrics and Products	
	C – Building Custom Pattern Normalization Rules	
	Total	100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Software Asset Management Professional Fundamentals training prerequisite.

During the registration process, each test taker has the option of taking the exam at an Authorized Testing Center or as an online-proctored exam. In both testing venues, the

Certified Implementation Specialist exam is done through a consistent, friendly user interface customized for ServiceNow tests.

The Kryterion testing network is worldwide and all locations offer a secure, comfortable testing environment. Candidates register for the exam at a specific date and time so there is no waiting and a seat is reserved in the testing center.

Each candidate can also choose to take the exam as an online-proctored exam. This testing environment allows a candidate to take the test on his or her own system provided that certain requirements are met.

NOTE: A special accommodation version of the exam is available. Contact certification@servicenow.com for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Structure

The exam consists of approximately (60) questions. For each question on the examination, there are multiple possible responses. The person taking the exam reviews the response options and selects the *most correct* answer to the question.

Multiple Choice (single answer)

For each multiple-choice question on the exam, there are at least four possible responses. The candidate taking the exam reviews the response options and selects the one response that most accurately answers the question.

Multiple Select (select all that apply)

For each multiple-select question on the exam, there are at least four possible responses. The question will state how many responses should be selected. The candidate taking the exam reviews the response options and selects ALL responses that accurately answer the question. Multiple-select questions have two or more correct responses.

Exam Results

After completing and submitting the exam, a pass or fail result is immediately calculated and displayed to the candidate. More detailed results are not provided to the candidate.

Exam Retakes

If a candidate fails to pass an exam, they may register to take the exam again up to three more times for a cost of \$75.

Sample Question(s)

Sample Item #1:

Which default role has access to the Software Asset application, but has limited access to its administrative features?

- A. sam_developer
- B. sam
- C. sam_user
- D. sam_admin

Answer: D

Sample Item #2:

Which of the following is NOT a valid entitlement import error?

- A. Publisher Part Number not found
- B. Publisher Part Number and Software Model not found
- C. Multiple software models found for the Publisher Part Number
- D. Import template customized resulting in one or many fields being invalid
- E. Purchased rights should be less than 20

Answer: E

Sample Item #3:

Which of the following calculations are provided for publishers on the license workbench? (Select four.)

- A. Total Spend
- B. Number of unlicensed installs
- C. True-up Cost
- D. Potential Savings
- E. License Metric Results
- F. Over-licensed amount:

Answers: A, C, D, and F

Sample Item #4:

Which of the following remediation options may be available after a reconciliation has been run? (Select four.)

- A. Create Allocations
- B. Create New Model
- C. Remove Allocations
- D. Purchase Rights
- E. Remove Entitlements
- F. Remove Unlicensed Installs

Answers: A, C, D, and F

Sample Item #5:

Which of the following is an invalid software normalization status?

- A. New
- B. Fully normalized
- C. Manually normalized
- D. Publisher normalized
- E. Match not found

Answer: B